



REGINA FLYING CLUB (RFC) INTERNATIONAL STUDENT PROGRAM (ISP) STUDENT GUIDEBOOK

1 First Steps

A. Contact the Regina Flying Club

Contact the Regina Flying Club (e.g. [email](#)) regarding our training and pilot license programs. The RFC will provide you with the requirements for each pilot license and/or ratings including ground school and flight training requirements, age and medical requirements, and estimated completion times and costs. Students can apply and enrol in a flight training program throughout the year.

B. Obtain a Canadian Aviation Medical

To qualify for Canadian aviation licensing you must have a Canadian aviation medical certificate issued by Transport Canada. Transport Canada has approved aviation medical examiners in International Civil Aviation Organization (ICAO) member countries. A list of medical examiners is provided on Transport Canada's [website](http://wwwapps.tc.gc.ca/saf-sec-sur/2/came-meac/l.aspx?lang=eng). <http://wwwapps.tc.gc.ca/saf-sec-sur/2/came-meac/l.aspx?lang=eng>

When applying for the Aviation Medical Certificate please indicate that you are applying for a Category 1 medical. A Category Aviation Medical Certificate is mandatory for the Commercial Pilot License program.

Once you have obtained and signed your medical certificate submit a copy to the RFC. The RFC cannot issue a letter of acceptance until you have obtained the appropriate Category 1 aviation medical certificate.

C. Letter of Acceptance

Once we have confirmed your foreign credentials, language proficiency, intention to enroll in the Regina Flying Club flight training program(s), and received a certified true copy of your Transport Canada Category One Medical Certificate; we will provide you with a letter of acceptance. You will require this letter to apply for your Student Permit.

D. Training Costs

The same training rates will be used for both domestic and international students. Ground school tuition and training supplies costs (e.g. books, maps, etc.) must be paid prior to commencement of ground school. Flight Training fees will be paid upon completion of each training flight. Please contact the Regina Flying Club for current rates as posted on the Regina Flying Club [website](#).

E. Foreign Credentials

A minimum of Grade 12 as demonstrated by a High School Diploma and transcript is required to enrol in the ISP Regina Flying Club pilot training program. Translated copies will accompany the submitted credentials and transcripts when the originals are not in English. These documents must be submitted and accepted prior to the Letter of Acceptance being issued.

F. Language Proficiency

When English is a second or foreign language international students shall submit proof of their language proficiency with their application package.

The Regina Flying Club will accept either the IELTS or TOEFL-IBT language proficiency tests as demonstration of language proficiency. Students should have a minimum score of 6 for the IELTS Academic test and a minimum score of 70 on the TOEFL-IBT Test.

English is the international language of aviation and the primary language of instruction at the Regina Flying Club. Prior to issuance of a pilot license, all student pilots must successfully complete an Aviation English Language Proficiency Test. Students whose first language is not English must provide documentation that demonstrates their English as a Second Language (ESL) or Foreign Language (EFL) proficiency prior to commencing training at the Regina Flying Club.

More information on ESL Training can be obtained from the University of Regina English as a Second Language Academic [Program](#).

2 RFC Location and Transportation

The Regina Flying Club is located at the Regina (CYQR) International Airport approximately 5 kilometers from the city centre/downtown. The RFC is easily accessible by vehicle from any location in the city.

See google maps:

<https://www.google.ca/maps/place/Regina+Flying+Club>

<https://www.google.ca/maps/place/Regina,+SK>

The Regina City Transit Service does not have service to the airport but a close proximity service stop is located approximately within 1.5 kilometers from the RFC hangar location. Public transit information is available from the City of Regina website:

<https://www.regina.ca/residents/transit-services>

3 Accommodation

The following are links to major sites for accommodation rental in Regina:

<http://www.gottarent.com/sk/regina>

<http://www.kijiji.ca/b-apartments-condos/regina>

<http://www.bwalk.com/en-CA/Rent/Search/Saskatchewan/Regina>

(Boardwalk Rental Communities has a considerable number of rental properties located within a close proximity to the Regina airport)

Accommodation may also be researched through the classified advertisement section of the local newspaper, the Regina Leader Post (www.leaderpost.com)

The Government of Saskatchewan Office of Residential Tenancies (ORTL) provides services to renters (tenants) and landlords including rights and responsibilities applicable to both parties. An information handbook for renters is available. The link to the ORL website is:

<http://www.saskatchewan.ca/government/government-structure/boards-commissions-and-agencies/office-of-residential-tenancies>

4 Health Services

A. Family Physicians and Civil Aviation Medical Examiners (2016)

Dr. P Suri	306-525-8355	415 Cornwall Professional Building 2125 11 th Avenue Regina, SK S4P 3X3
Dr. J. McMillan	306-352-9609	Shopper's Landmark Mall 9 – 4150 Albert Street Regina, SK S4S 3R8
Dr. Y Marx	306-692-6200	Medella Medical Clinic 107 – 54 Ominica St W Moose Jaw, SK S6H 1W9

B. Walk-In Medical Clinics

The following Medical Clinics provide walk-in patient services and after-hour clinics. In an emergency dial 911.

Quance East Medical Clinic	306-522-2278	49 – 2223 Victoria Avenue East Regina, Saskatchewan S4N 6E4
Albert & Parliament Primary Health Care Centre	306-757-0303	3992 Albert Street Regina, Saskatchewan S4S 3R1
Pasqua Hospital	306-766-2222	
Regina General Hospital	306-766-4444	

C. Health Services

International Students temporarily resident in Saskatchewan may apply for a Saskatchewan Health Services card to be eligible for health benefits. Application may include the student's spouse/partner and all dependents under age 18.

To be eligible for a health services card you must:

- have a valid study permit
- be registered full-time in a designated education institution
- have a Saskatchewan residence
- provide proof of identification (e.g. passport)

Information regarding health benefits and applying for a health services card may be accessed from these websites:

<http://www.ehealthsask.ca/HealthRegistries/Pages/health-benefits-eligibility.aspx>

<http://www.ehealthsask.ca/HealthRegistries/Pages/apply-for-health-card.aspx>

The City of Regina is located within the Regina Qu'Appelle Health Region. The health region serves the City of Regina and the surrounding rural community. Through the health region website

<https://www.rqhealth.ca> the following information and links can be accessed:

- list of medical clinics
- list of hospitals
- "Find a Doctor" – list of health clinic locations where doctors are accepting new patients
- patient advocate services
- health line (email and telephone 811)

- list of programs and services including mental health services and the Regina mental health clinic

Additional health care coverage may be purchased through private health care insurance plan providers. Plan coverage includes dental care, vision care and prescription drug benefits. The links to the private health benefit providers are:

Group Medical Services <http://www.gms.ca>

Blue Cross <http://www.sk.bluecross.ca>

5 Counselling Services

The Regina Flying Club acknowledges that living and studying away from home can be stressful and we are committed to making your experience with us as enjoyable, successful and stress free as possible. The Chief Flight Instructor and General Manager of the RFC are available and approachable to assist you in dealing with any issues that arise while attending at our school.

The Canadian Mental Health Association provides information to assist individuals in regards to mental health. The Saskatchewan website link is: <http://sk.cmha.ca>

- The following organizations in Regina provide general, family, personal and life skills counselling:
- Elizabeth Scheepers <http://www.scheepers-ccc.com>
- Sage Counselling <http://www.sagecounselingservices.com>
- Beve Gardner MA(Psychology), Clinical Counsellor, Lebell and Associates, (306) 359-6111
- Family Service Regina <http://familyserviceregina.com>
- Catholic Family Services Regina <http://www.cfsregina.ca>

6 Community Connections

In conjunction with Citizenship and Immigration Canada and the Government of Saskatchewan the Regina Open Door Society provides a welcome service for newcomers to Regina. The Regina Open Door Society (RODS) provides referrals to the community and government services including:

- Citizenship and Immigration Canada (CIC)
- Saskatchewan Immigrant Nominee Program (SINP)
- Can-Sask Career and Employment Services (CES)
- Orientation Services for Newcomers (OSN)
- Sask Health
- SGI
- Other Immigrant Service Agencies.

The Regina Open Door Society website: <http://rods.sk.ca>

The Regina Newcomer Welcome Centre website: <http://reginaneewcomercentre.ca>

7 Citizenship and Immigration Canada

Information on how to apply for a Study Permit is available on the Government of Canada Immigration and Citizenship website in [English](http://www.cic.gc.ca/english/study/study.asp) <http://www.cic.gc.ca/english/study/study.asp> and [French](http://www.cic.gc.ca/francais/etudier/index.asp) <http://www.cic.gc.ca/francais/etudier/index.asp>.

One of the primary requirements for study permit eligibility is proof of acceptance to study with a designated school in Canada. The Regina Flying Club will provide you with a letter of acceptance to meet this requirement. In addition to proof of acceptance you will be required to provide proof of citizenship and financial support.

8 Student Support Services

International Student support and advisory services including Flight Instructor assignment, flight training scheduling, conflict resolution and liaison with Transport Canada licensing authority are organized and accessed through the **Chief Flight Instructor** (CFI) or the office of the General Manager of the RFC. Services may be accessed through direct contact with the CFI or the General Manager. Mr. Tom Ray, CFI, Regina Flying Club may be contacted by phone at (306) 525-6194 or [email](#).

The Student Advocate will represent the best interests of the student and mediate on behalf of the student with the institution or external organizations regarding any issues/concerns the student has. The student advocate will be appointed by the Board of Directors of the Regina Flying Club.

9 Academic Supports

All Flight Instructors with the RFC are Transport Canada qualified and are specifically trained to provide students with the best learning environment and experience possible, both ground and flight and to meet the strict training and qualification standards set by Transport Canada. You will be partnered with a primary Instructor for your course program but all Instructors are approachable and available to assist you as may be required. The RFC provides:

- one-on-one Instructor/student ground learning sessions
- access to on-line ground school courses
- Transport Canada written examination tutoring

10 Student in Good Standing Policies

A. Appeal Process

To be eligible for the issuance of a Canadian Aviation Pilot License or Rating you must successfully pass a written examination and flight test. All flight tests and written examinations will be conducted by the Regina Flying Club and/or Transport Canada. All written examinations, flight test evaluations, and the flight test are conducted in accordance with Transport Canada Aviation Licensing Regulations and Standards. Please refer to the Transport Canada ([TP12881](#)) Study and Reference Guide for Written Examinations for the Commercial Pilot Licence Aeroplane general information on Examination

Requirements including rewriting of Transport Canada Exams. Information regarding the Commercial Flight Test Guide – Aeroplanes ([TP13462](#)) is also available on the Transport Canada website.

Where the student is dissatisfied with the outcome of any Regina Flying Club written or practical examination they may submit a complaint to the President within 30 days of the evaluation. The complaint must address the conduct of the flight test and not the test results. The complaint will be reviewed and considered by the President within 14 days.

Where the student is dissatisfied with the outcome of a Transport Canada flight test they may submit a complaint to Transport Canada within 30 days of the test. The complaint must address the conduct of the flight test and not the test results. Transport Canada must review and consider the complaint, and if the conduct of the flight test is deemed unsatisfactory a re-test may be conducted. Complaints relating to a failed written examination will be submitted to Transport Canada for their review and consideration.

A student who fails an examination or section of an exam is ineligible to rewrite the examination or the failed section for a period of:

- In the case of a first failure, 14 days;
- In the case of a second failure, 30 days; and
- In the case of a third or subsequent failure, 30 days plus an additional 30 days for each failure in excess of two failures, up to a maximum of 180 days.

Where a student requests to rewrite an examination the Transport Canada shall inform the person in writing of the date on which the person may rewrite the examination and whether the person is required to provide evidence of further study or instruction before rewriting the examination.

B. Attendance

Students are expected to be prepared, attend, and participate in all scheduled ground school and flight training events. Tardiness or failure to attend scheduled training events without explanation may result in instructor charges and dismissal from the flight training program.

The Regina Flying Club recognizes that student attendance and progress through a training program is based upon individual circumstance, availability, capacity, and application. The ability to succeed in completion of a flight training program in a timely manner will be influenced by the frequency of training. The student must also be aware that the training program may be influenced by unforeseen situations such as weather, aircraft and instructor availability, and aircraft maintenance issues.

C. Financial

Students whose account is more than 30 days in arrear are not in good standing and may be subject to restricted access to the flight training program.

D. Grading Policy and Evaluation

All knowledge based training will be evaluated using a combination of written and oral examinations. Regina Flying Club written examinations will be graded using a 0% – 100% scale and corrected to 100% as required. For written examinations the passing mark (e.g. 60%) will be provided to the student prior to the examination. For Transport Canada written examinations please refer to the Transport Canada website for more information.

Practical training will be marked as satisfactory, or using the 4-point marking system as described in Transport Canada Commercial Pilot Licence Flight Test Guide ([TP13462](#))

Mark

4	Performance is well executed considering existing conditions.
3	Performance is observed to include minor errors.
2	Performance is observed to include major errors.
1	Performance is observed to include critical errors or the Aim of the test sequence/item is not achieved.

With respect to written examinations no person shall;

- Copy or remove from any place all or any portion of the text of the examination;
- Give to or accept from any person a copy of all or any portion of the text of the examination;

- Give help to or accept help from any person during the examination (e.g. cheating);
- Complete all or any portion of the examination on behalf of any other person; or
- Use any aid or written material during the examination (e.g. cheating).

E. Student Records

All student records will be retained for a minimum of two (2) years following completion or withdrawal from the program. The transfer of the Student Pilot Training Record (PTR) will be in accordance with Transport Canada regulations and standards.

The Regina Flying Club Student Record shall include:

- Student records
- Aviation Medical Certificate
- RFC Program Acceptance
- Transport Canada written examinations and flight test record reports.
- Ground school records
- License or rating application(s)
- Student Financial Transactions
- Withdrawal / Discontinuation Documentation
- Record of complaints and resolutions.

F. Academic Integrity

Students are responsible for demonstrating behaviour that is honest and ethical academic work. This includes meeting instructor expectations; asking for clarification of expectations as necessary; preventing your work from being used by others, and ensuring access to computer files is secure. When academic dishonesty occurs the student will be disciplined in accordance with the severity of the act (e.g. cheating on an exam.) Progressive discipline may include failure the exam in question, suspension, and potentially dismissal from the program.

G. Student Dismissal

Where a student's status in regards to continuation in a RFC program is under review and/or consideration, the RFC shall discuss the matter with the student. Each instance shall be dealt with by the RFC on an individual basis. If the decision is to dismiss the student from the program, the student shall be informed of the decision in writing including the reasons for the decision. The RFC shall inform Citizenship and Immigration Canada, and the Ministry of Advanced Education of a student's status in this regard.

Students who are not in good financial standing will not have access to their training records until all holds have been removed from the student's training record. All remaining funds provided for flight training will be refunded to the entity that provided the funding for the ISP student's training once all financial holds have been removed from the student's training record. Groundschool tuition and training supply costs will not be refunded.

H. Student Withdrawal

If a student is dismissed or decides to withdrawal from training they may do so at any time. Students who are in good standing will have access to all their training records. Students who are not in good financial standing will not have access to their training records until all holds have been removed from the student's training record. All remaining funds provided for flight training will be refunded to the entity that provided the funding for the ISP student's training once all financial holds have been removed from the student's training record. Groundschool tuition and training supply costs will not be refunded.

Should a student decide to discontinue their flight training in order to pursue studies at another designated post-secondary institution within Canada they need to:

- Inform Citizenship and Immigration Canada of the change;
- Be aware of any implications for their study and work in Canada, and
- Ensure they are meeting all of the conditions of their study permit.

I. Marketing

All relevant information will be available to Regina Flying Club students, including ISP students, on the Regina Flying Club [website](http://reginaflyingclub.ca/) (<http://reginaflyingclub.ca/>)

Information is also available by contacting the Regina Flying Club at 306-525-6194 or email reginafly@sasktel.net or visit us on [Facebook](#).

11 Conflict Resolution

The Regina Flying Club promotes open communication and a safe environment for addressing differences of opinions. Conflicts or disputes that cannot be resolved thru the informal complaint process can be brought to the attention of the General Manager either in person or in writing. An investigation of the complaint will be completed and the findings forwarded to the Regina Flying Club Accountable Executive for resolution. If a satisfactory resolution cannot be attained then mediation will be considered.

When a student has a dispute or has a conflict that needs to be addressed they should first speak informally with their Instructor. If a satisfactory resolution is not attained then the student should inform the Supervising Instructor, then Chief Flight Instructor, and finally the General Manager.

When the General Manager is notified a formal process will begin including an investigation and notification of the Accountable Executive of the Regina Flying Club. If resolution can still not be attained then mediation will be considered.

Effective and efficient responses to disputes and conflicts will be attempted. For informal complaints the response should be within the same business week. For formal complaints that require investigation and Accountable Executive intervention the process may take up to one month to allow the Executive to report to the Board of Directors.

12 Harassment and Discrimination Prevention

A. Policy

The Regina Flying Club (RFC) has a zero tolerance of harassment in the workplace and amongst employees, members, clients, and students. Harassment shall not be tolerated.

The Regina Flying Club shall make every reasonably practicable effort to ensure that no person is subject to harassment and shall take corrective action respecting any person who subjects another person to harassment. No reported incident shall go unaddressed. Allegations of harassment will be taken seriously and investigated and, if substantiated, will be addressed through corrective measures.

When a complaint of harassment or discrimination is determined to be valid, disciplinary steps may include but are not limited to suspension and/or termination of the individuals involved.

B. Definitions

Harassment means any inappropriate conduct, comment, display, action or gesture by a person towards another person:

- That is based upon race, creed, religion, colour, sex, sexual orientation, marital status, family status, disability, physical size, weight, age, nationality, ancestry, or place of origin;
- That adversely affects the psychological or physical well-being of the person subject to the inappropriate behaviour;
- Where the person initiating the inappropriate behaviour knows or ought reasonably to have known would cause the person subject to the inappropriate behaviour to be humiliated or intimidated; and
- That constitutes a threat to the health and safety of the person subject to the inappropriate behaviour.

Harassment does not mean any reasonable action taken by the Regina Flying Club or management of the RFC relating to the management and direction of the workforce of the Regina Flying Club or the place of employment.

Workplace includes, but is not restricted to, the physical worksite, RFC aircraft, RFC authorized off-site training sessions, and work related social gatherings, any other place where an employee or student is under the direction of the Regina Flying Club.

Complainant is the person who makes a complaint of harassment or brings an incident of harassment forward to the Regina Flying Club. Respondent is the person(s) against whom a complaint or incident is brought forward.

C. Application

- 1) This policy applies to employees, members, clients and students of the Regina Flying Club.
- 2) This policy is not restricted to the physical worksite of the Regina Flying Club. The policy applies to the workplace as defined in the definitions sections.
- 3) The policy is not intended to prevent a person from exercising any other legal right pursuant to any law.
- 4) This policy is not intended to inhibit normal social interaction in the work, teaching, or client engagement environment.
- 5) This policy shall not impede or limit the Regina Flying Club's right to manage. In this regard work assignments, operational reviews, performance reviews, coaching, work evaluation and disciplinary measures taken by management of the RFC in good faith and with respect and dignity of the individual(s) involved shall not constitute harassment.

D. Process

- 1) Incidents and claims of harassment may be brought to the attention of the Regina Flying Club (also known as the RFC or 'club') by reporting the matter and circumstances to the General Manager or their designate.
- 2) Incidents involving the General Manager may be brought to the attention of the President of the Regina Flying Club.
- 3) The Regina Flying Club shall maintain strict confidentiality in regards to a complaint or reported incident. The Regina Flying Club shall not disclose the names of persons related to the complaint or reported incident except where disclosure is necessary for the purposes of investigation or taking corrective action or as required by law.
- 4) Upon receipt of a complaint or report of an incident the Regina Flying Club shall inform the respondent of the complaint and that the RFC will be taking action to investigate and address the matter. The RFC shall inform the complainant and respondent of the results of the investigation.
- 5) If either party is not satisfied with the results and/or decision of the investigation they may appeal the process to the Regina Flying Club Accountable Executive.
- 6) Any action by the Regina Flying Club to address a complaint or reported incident shall include the opportunity for the complainant and respondent to participate in a discussion to resolve the matter. The resolution discussion may be held with the complainant and respondent alone or through facilitation with a third party agreed to and chosen by the complainant and respondent. If either the complainant or respondent chooses not to participate in a resolution discussion the Regina Flying Club will initiate a full and complete investigation of the complainant or reported incident.
- 7) Bad faith complaints shall be addressed by the Regina Flying Club. Bad faith complaints are complaints that are determined to be frivolously, maliciously, or without factual basis; may result in defamation and may be actionable by the respondent.

E. Complaint Withdrawal

A complainant may withdraw a complaint or incident report at any time. The Regina Flying Club may still be required to investigate and address the matter where:

- There is a real or perceived threat to the health and safety of others;
- There is evidence to show that the complainant(s) was threatened to withdraw the complaint or may fear retaliation;
- Failure to resolve the matter may endanger a person;
- The complaint alleges abuse of power; or
- Failure to follow-up on the complaint would damage the reputation of the Regina Flying Club.

13 Revocation Process

Should the Regina Flying Club International Student Program designation be revoked or terminated student assistance will be provided to those students affected by the termination of the program. Eligible students will be given the option of completing the program with another Flight Training School that has a designated International Student program. All remaining funds for flight training, excluding groundschool tuition and supplied, will be returned in accordance with the Student in Good Standing Policies.

The Ministry and the students enrolled in the International Student Program will be notified in writing of the revocation of International Student Program designation. The Regina Flying Club Accountable Executive will be responsible for transfer of RFC International Students to another Flight Training Unit that has a designated International Student Program. This process will include the following:

- Assist international students in finding alternate approved institutions with a suitable and comparable flight training program;
- Ensure student transfers, student records, and financial issues (e.g. tuition refunds) are completed in a timely manner;
- Provide support to those student transferring to an alternate institution following revocation of the RFC program;
- During the process the RFC will communicate with all stakeholders (e.g. students, the Ministry, and other designated institutions) to facilitate the best interests of the affected students. This role will be facilitated by student advisor.

The Regina Flying Club reserves the right to cancel the International Student Flight Training program at any time and without prior notice.